



Lessons Learned Information Sharing

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November 2006 *Lessons Learned Information Sharing* Newsletter

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Survey on School Emergency Planning

In response to the recent, high-profile incidents of school violence, *LLIS.gov* launched a page dedicated to School Emergency Planning. We would like to collect your comments on the page so that we can ensure that this page, and others like it, provide our users with information that best meets their needs and interests. Please log onto *LLIS.gov* and go to the [Survey section](#) to complete the questionnaire. If you have any questions, please let us know at feedback@llis.dhs.gov.

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The Corrective Action Program System

DHS Launches the *Corrective Action Program System*

The *Corrective Action Program (CAP) System* is a web-based application that allows Federal, State, and local emergency response and homeland security officials to track, prioritize, and analyze corrective actions following exercises, policy discussions, and real-world events. Sponsored by the Department of Homeland Security's Homeland Security Exercise and Evaluation Program (HSEEP), the system enables users to:

- Quickly enter data from a finalized After-Action Report/Improvement Plan (AAR/IP);
- Track the progress of corrective action implementation; and
- Analyze and report on trends in improvement plans.

Version 1.0 of the *CAP System* is available to the national exercise community, via the [DHS HSEEP homepage](#). Organizations and jurisdictions interested in using the *CAP System* should contact the HSEEP Program at hseep@dhs.gov.

In addition, *LLIS.gov* will post additional *CAP System* overview information and training materials as they become available on the *LLIS CAP System page*.

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New Message Board Posting

How is *LLIS.gov* Useful to Your Jurisdiction/Organization?

The *LLIS.gov* team would like to collect your opinions on the usefulness of the system to the important work you perform each day. Please log onto *LLIS.gov*, click on Collaboration, Message Boards, and the forum entitled, [How is *LLIS.gov* Useful to Your Jurisdiction/Organization?](#) If you have a few minutes to reply to these questions, we would really appreciate your feedback. And of course, if you prefer to respond privately, please email us at feedback@llis.dhs.gov.

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New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the "What's New" section on the homepage of *LLIS.gov*. Since the last newsletter, *LLIS.gov* has posted the following original content:

Lessons Learned

- **[Citizen Corps Councils: Specifying Needs in Volunteer Requests](#)** (*Hurricane Katrina, 2005*)
When recruiting volunteers, Citizen Corps Coordinators should consider including specific instructions in their announcements. These instructions should contain the number of volunteers needed, the required skills, and where and when volunteers would be expected to report for duty.
- **[Disaster Medical Assistance Teams: Distributing Global Positioning System Units with City and Street Level Data](#)** (*Hurricane Katrina, 2005*)
Management Support Teams (MST) should consider distributing Global Positioning System units that include city- and street-level data, downloaded from compact discs if necessary, to Disaster Medical Assistance Teams (DMAT) prior to a deployment. MSTs should also consider stockpiling physical maps that have city and street details and large-format street atlases. This can help DMATs better navigate through local disaster areas during deployment, thus increasing efficiency and the safety of team members.
- **[Emergency Communications: Distributing Pagers to Emergency Responders for a Mass Casualty Incident](#)** (*London Subway Bombings, 2005*)
Cellular network congestion hampered the London Ambulance Service's (LAS) emergency communications during response operations following the July 7, 2005, train bombings in London. The LAS now is distributing pagers to incident commanders to use as a backup system in case of cellular network congestion following mass casualty incidents.
- **[Hospital Emergency Planning: Ensuring Emergency Communications Capabilities](#)** (*Hurricane Katrina, 2005*)
Hospitals should prepare to have alternate communications systems available if their standard systems fail in an emergency. Staff can use alternate systems to consult with doctors outside the hospital and to communicate with family members.
- **[Hospital Emergency Planning: Establishing Emergency Physician Teams](#)** (*Hurricane Katrina, 2005*)
Hospitals should consider establishing volunteer emergency teams of staff physicians that can remain at the facility and work extended shifts during a crisis. Hospital officials can initiate a screening process to identify physicians who might be prevented from working under emergency conditions for extended periods.
- **[Mass Evacuation: Using Multiple Contraflow Loading Points](#)** (*Hurricane Ivan, 2004*)
Single loading points for contraflow lanes may create traffic bottlenecks, particularly when jurisdictions use complex traffic-control schemes. Transportation engineers and law enforcement personnel should consider establishing multiple contraflow loading points to relieve traffic congestion and to facilitate the full use of contraflow lanes.
- **[Nursing Home Evacuation: Ensuring Adequate Transportation for an Evacuation](#)** (*Hurricane Katrina, 2005*)
Nursing homes should consider having backup contracts with transportation services from outside their local areas to evacuate patients during a large-scale emergency. Local transportation services may not have sufficient personnel to honor standing evacuation contracts.
- **[Nursing Home Evacuation: Tracking Patients during an Emergency Evacuation](#)** (*Hurricane Katrina, 2005*)
Nursing home associations and networks should be prepared to create an easily accessible Web database to allow family members to quickly locate loved ones evacuated during an emergency. The database should include the address and phone number of each evacuee's receiving location.
- **[Shelter Operations: Communicating with Deaf and Hard-of-Hearing Residents](#)** (*Hurricane Katrina, 2005*)
Shelter officials should have procedures for communicating critical information to deaf and hard-of-hearing residents. This can be accomplished through various methods, such as creating clearly designated areas inside shelters where oral announcements are visually posted or projected. These

methods also provide information to any shelter resident who may have missed the oral announcements.

- [**Special Event Planning: Defining the Role of Volunteer Law Enforcement**](#) (*Salt Lake City XIX Olympic Games, 2002*)
Security managers should have an explicit policy that defines volunteer law enforcement personnel's responsibilities and assignments during a special event.

Practice Notes

- [**Community Preparedness: New Jersey State Citizen Corps Council's Distribution of Utility Trailers to Community Emergency Response Teams**](#)
The New Jersey State Citizen Corps Council (NJSCCC) offers qualifying Community Emergency Response Teams (CERT) utility trailers equipped to serve as Mobile Command Posts, triage stations, and incident support centers. These trailers provide CERTs with the necessary tools to assist professional emergency responders during an incident.
- [**Exercise Conduct: Awards for Exercise Actors**](#)
The exercise support team working for the State of Michigan and the U.S. Department of Homeland Security distributed inexpensive awards to volunteer actors in order to promote realistic role-playing during an exercise.
- [**Incident Response: Metropolitan Washington, DC's Guidelines for Approaching from the Edge of the Debris Field**](#)
The Metropolitan Washington Council of Governments directs emergency response personnel first onsite of a chemical, biological, radiological, nuclear, or explosive incident to stop at the edge of the debris field and evaluate incident conditions before beginning their approach.
- [**Incident Response: Phoenix, Arizona, Fire Department's Guidelines for Keeping Protective Gear in the Cold Zone**](#)
The Phoenix Fire Department directs personnel operating in the cold zone at a chemical, biological, or radiological incident site to keep protective gear close at hand in the event that the cold zone becomes contaminated.
- [**Mass Evacuation: Florida Department of Transportation's Placement of Exit Numbers on Highway Shoulder Lanes**](#)
The Florida Department of Transportation has placed exit numbers on the shoulder pavement of highways throughout the state to facilitate aerial reporting during an evacuation.
- [**Mass Evacuation: Virginia Department of Transportation's Installation of Hurricane Gates**](#)
The Virginia Department of Transportation has installed hurricane gates to close ramps along the contraflow lanes of Interstate 64 during a contraflow evacuation of the Hampton Roads area.
- [**Mass Evacuation: Virginia Department of Transportation's Use of a Collector/Distributor Road as a Service Area Location**](#)
The Virginia Department of Transportation, the Virginia State Police, and the Virginia National Guard will manage an emergency service area at a collector/distributor road along Interstate 64 (I-64) during a contraflow evacuation of the Hampton Roads area. This service area will allow motorists on the contraflow side of I-64 to access emergency restrooms, fuel, and water and then to reenter the contraflow lanes.

Good Stories

- [**Purdue University's Graduate Certificate Program in Veterinary Homeland Security**](#)
Purdue University's School of Veterinary Medicine, in cooperation with the Purdue Homeland Security Institute, the Indiana State Board of Animal Health, and the Indiana Department of Homeland Security, launched a Graduate Certificate Program in Veterinary Homeland Security in May 2006. The distance-learning program trains practicing veterinarians as well as public health and homeland security professionals in emergency response techniques related to animal health issues.
- [**The Phoenix, Arizona Fire Department's Command Training Center**](#)
The Phoenix, Arizona Fire Department's Command Training Center is a state-of-the-art facility that uses interactive computer simulations to train firefighters in incident command operations. Computer simulations provide firefighters with practical experience in their assigned functions and improve the overall effectiveness of fire department operations.
- [**Virginia Department of Emergency Management's 2006 Hurricane Preparedness Media Tour**](#)

The Virginia Department of Emergency Management conducted a Hurricane Preparedness Media Tour in August 2006 to raise public awareness of preparedness issues during the latter months of hurricane season. During the tour, two senior emergency management officials traveled to local news providers and gave on-the-record interviews about hurricane preparedness and planning. The media tour successfully spurred the media to broadcast and to publish news reports on hurricane preparedness.

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Upcoming *LLIS.gov* Conference Participation

The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. *LLIS.gov* staff will attend and speak at the following upcoming events:

- **05-07 December: Women in Homeland Security: A Learning Conference (Deerfield Beach, FL)**
- **11-12 December: Southeastern Regional Homeland Security Summit 2006 (Miami, FL)**

Feel free to drop by our booth or speak to our staff at any of these events and share your comments and questions about *LLIS.gov*. Please contact the *LLIS.gov* Outreach Team at outreach@llis.dhs.gov with any questions or comments, or if you have a conference or event at which you would like the *LLIS.gov* team to present or exhibit.

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